

Kolbo, Delaine

From: South Dakota One Call [exedir@sdonecall.com]
Sent: Friday, December 12, 2003 10:07 AM
To: DeLaine Kolbo
Subject: Complaint OC03-014

Delaine: I have visited with Jeffery Klosterman and his wife earlier today to review the complaint OC03-014 filed by them against Qwest Communications. The actual complaint filed did not provide any statutory violation against Qwest and after discussing the matter with them, they could provide no statutory violation that would allow the Enforcement Committee to act on the matter. Mr. Klosterman was in agreement that the complaint would be filed as closed.

I did discuss with them that I would arrange for a supervisor from Qwest Communications to contact them and attempt to resolve the operational and billing differences of concern to the Klosterman's. Matter was referred to Paul Lowe at Qwest Communications.

Larry Englerth
Executive Director
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12/12/2003